

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES EMPLOYMENT OPPORTUNITY

This Agency is charged with ensuring proper **MEDICAID** services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

APPEALS PROGRAM SUPPORT TECHNICIAN SENIOR

Role Title: Administrative and Office Specialist III

Position #00877

Pay Band 3, Level II, Hiring Range: \$24,479 - \$37,200

Closing Date: November 3, 2014

Appeals Division has an excellent opportunity for an experienced administrative professional to join the team as a Program Support Technician, Senior. This position provides administrative support for the Appeals Division within the Informal Provider Appeals Unit and will be the first point of contact for the Provider Appeals Unit. Applicants must have strong working knowledge of office practices and procedures, business English, and the rules of grammar and punctuation. Requires ability to work both in a team setting and independently. Excellent interpersonal skills required. Must have demonstrated ability to communicate with the public and all levels of staff in a courteous and professional manner while maintaining confidentiality of complex and sensitive information. Requires demonstrated ability organize large volumes of work, disseminate incoming appeals, and to track and maintain large volumes of case records and files according to prescribed retention schedules. Must be proficient using word processing, database, and spreadsheet software for the PC. Technical support experience in appeals or similar program area preferred. Undergraduate degree with major in office automation/business, paralegal studies and medical billing experience, or a combination of training and experience preferred.

ONLINE STATE APPLICATION REQUIRED

Resumes will not substitute for state applications. DMAS will only accept online applications submitted through the Recruitment Management System (RMS) by 5:00 p.m. on the closing dates referenced above.

FAXED, E-MAILED, OR PAPER APPLICATIONS WILL NOT BE ACCEPTED

Receptionist: 804-786-5408, TDD 800-343-0634

Web Sites for Vacancy Listings

RMS: <http://jobs.agencies.virginia.gov/applicants/Central?search=602>

DMAS: http://www.dmas.virginia.gov/ab-position_vacancies.htm

Applicants needing accommodation to apply for openings should contact the DMAS receptionist for additional information.

EEO/AA/ADA